Management Board statistics - commentary

October 2016 - Quarter 2

The second quarter of 2016/17 has continued to challenge because of significant increases in intake. DP complaints/concerns cases are up by 21% when compared to the same quarter last year and FOI cases are also up a further 8%. Self-reported incidents are also on the rise, up 29% on intake this time last year. As a result we have not been able to exceed intake with closures. This is despite some good overall productivity returns – output for DP is up 18% and FOI by 7%. Inevitably overall caseloads have increased. We are still able to close with over 70% of cases coming to us within 3 months of receipt, but there is a risk that this performance will suffer as the age of unresolved cases increases. We continue to recruit, with at least 12 new staff joining the ICO in coming weeks.

We have seen some significant benefits from the introduction of live chat. The details are set out in the information rights report.

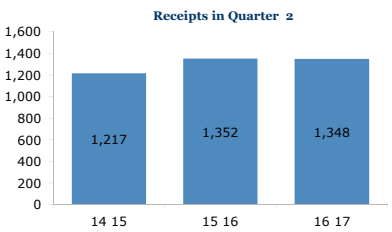
Simon Entwisle

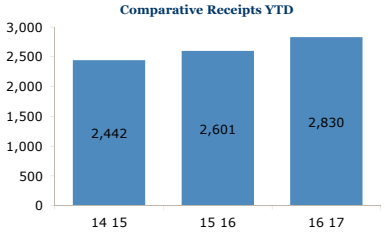
FOI complaint casework

October 2016 - Quarter 2

Received

	2015/16	2016/17
Quarter 1	1,249	1,482
Quarter 2	1,352	1,348
Quarter 3	1,110	
Quarter 4	1,470	
Total	5,181	2,830

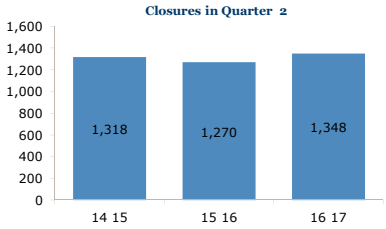


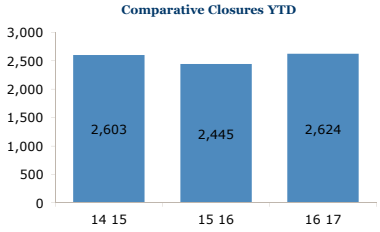


8.8%

Closed

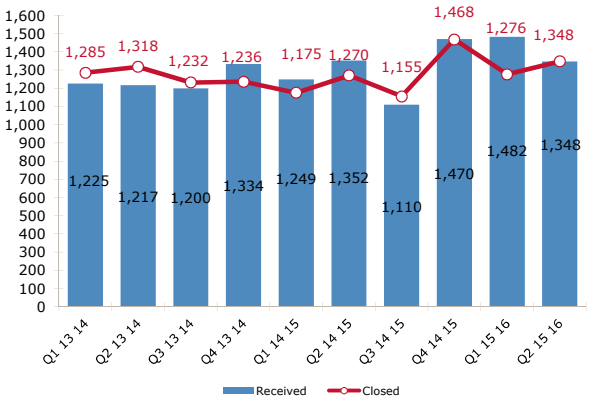
	2015/16	2016/17
Quarter 1	1,175	1,276
Quarter 2	1,270	1,348
Quarter 3	1,155	
Quarter 4	1,468	
Total	5,068	2,624





7.3%

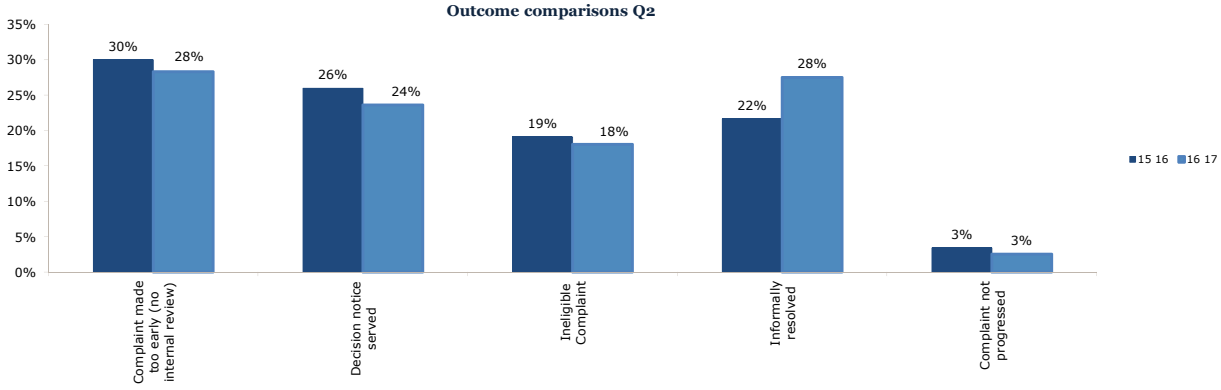
Receipt & Closures by Quarter



FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q2	%
0 - 30 days	563	42%
31 - 90 days	369	27%
91 - 180 days	275	20%
181 - 270 days	104	8%
271 - 365 days	32	2%
365 days+	5	0.4%
Total	1,348	100%

Outcome comparisons Q2



Decision Notices Served

	2015/16	2016/17
Quarter 1	282	298
Quarter 2	333	313
Quarter 3	318	
Quarter 4	443	
Total	1,376	611

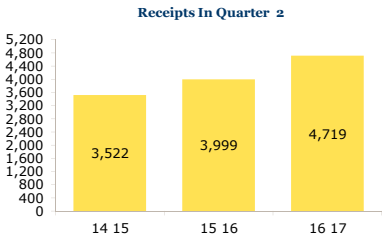
Decision Notices Served by outcome

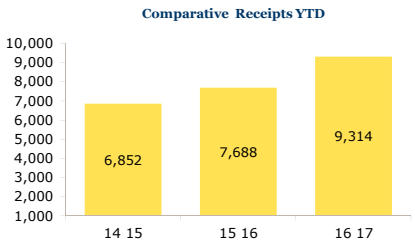
	2015/16				2016/17			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	173	26	83	282	161	54	83	298
Quarter 2	206	45	82	333	217	35	61	313
Quarter 3	214	45	59	318				
Quarter 4	260	77	106	443				
Total	853	193	330	1,376	378	89	144	611

DP concerns
October 2016 - Quarter 2

Received

	2015/16	2016/17
Quarter 1	3,689	4,595
Quarter 2	3,999	4,719
Quarter 3	3,789	
Quarter 4	4,911	
Total	16,388	9,314

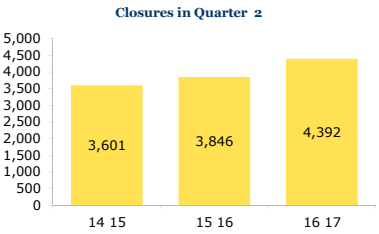


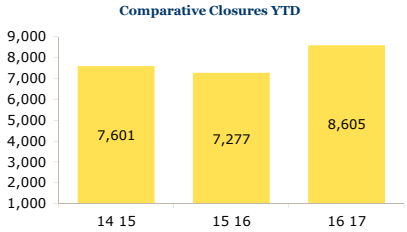


21.2%

Closed

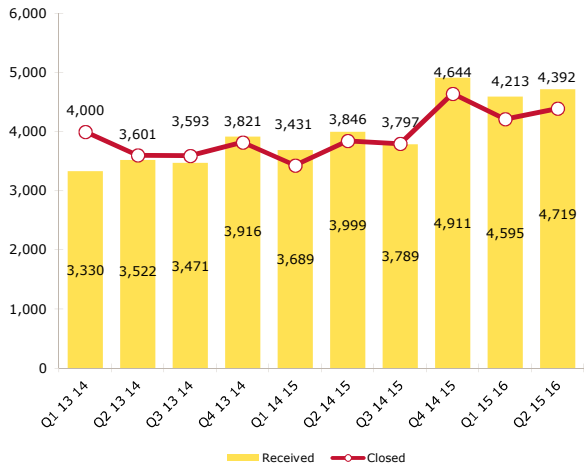
	2015/16	2016/17
Quarter 1	3,431	4,213
Quarter 2	3,846	4,392
Quarter 3	3,797	
Quarter 4	4,644	
Total	15,718	8,605





18.2%

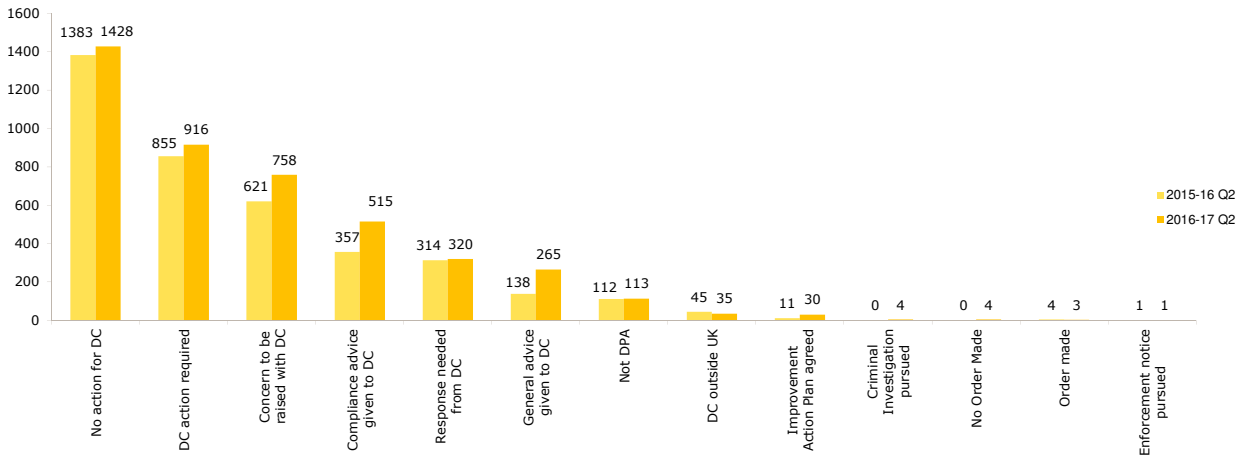
Receipts and Closures by Quarter



DP concerns - Age profiles of finished casework

Age profile	Q2	%
0 - 30 days	1,471	33.5%
31 - 90 days	2,563	58.4%
91 - 180 days	295	6.7%
181 - 270 days	55	1.3%
271 - 365 days	5	0.1%
365 days +	3	0.1%
Total	4,392	100%

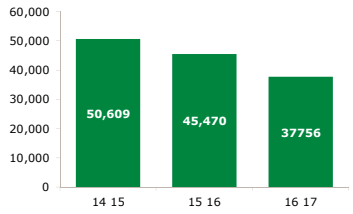
Outcomes comparisions concerns finished in Q2



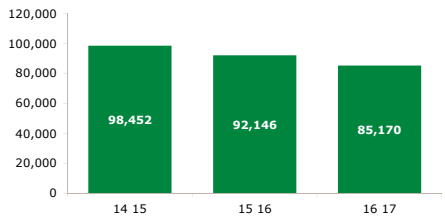
Concerns reported

	2015/16	2016/17
Quarter 1	46,676	47,414
Quarter 2	45,470	37,756
Quarter 3	38,203	
Quarter 4	30,841	
Total	161,190	85,170

Concerns reported in Quarter 2



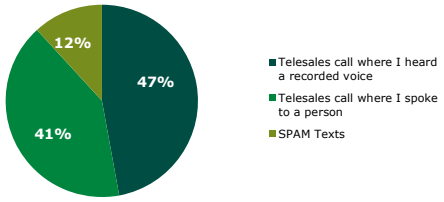
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2015/16			2016/17		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	17,057	22,992	6,208	24,678	17,774	4,508
Quarter 2	20,885	19,958	4,234	14,981	16,856	5,447
Quarter 3	20,129	13,862	3,874			
Quarter 4	13,354	13,440	3,553			
Total	71,425	70,252	17,869	39,659	34,630	9,955

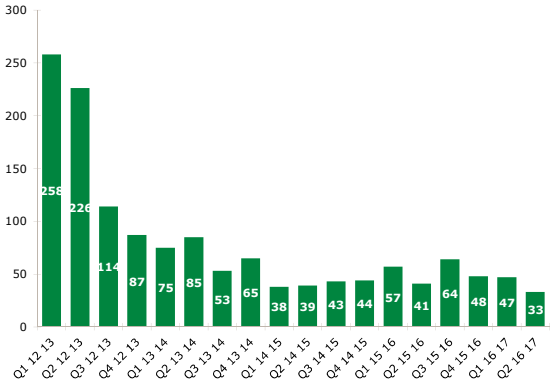
Nature of telesales and SPAM texts reported 2016-17 YTD



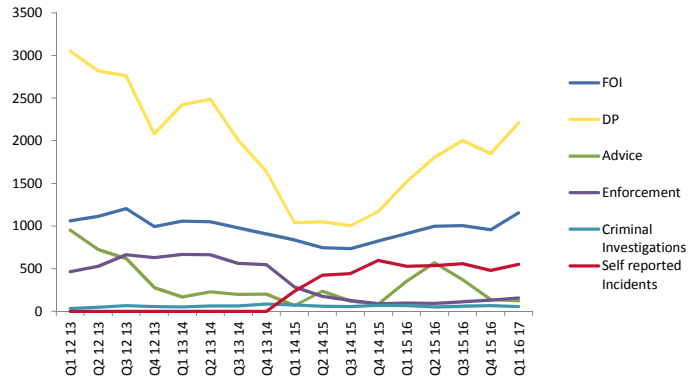
Cookie concerns reported

	2015/16	2016/17
Quarter 1	57	47
Quarter 2	41	33
Quarter 3	64	
Quarter 4	48	
Total	210	80

Cookie concerns reported



Caseload trend



Case types can change as work is progressed, which means work can move between caseloads.
*Some self reported incidents were recorded as Enforcement cases prior to April 2014.

FOI and EIR Complaints - age profiles

Age profile	Caseload Q2	%
0 - 30 days	340	30%
31 - 90 days	368	32%
91 - 180 days	298	26%
181 - 270 days	112	10%
271 - 365 days	23	2%
Over 1 Year	5	0.4%
Total	1,146	100%

DP Concerns - age profiles

Age profile	Caseload Q2	%
0 - 30 days	1,472	59%
31 - 90 days	814	33%
91 - 180 days	162	6%
181 - 270 days	33	1%
271 - 365 days	6	0.2%
Over 1 Year	10	0.4%
Total	2,497	100%

Written advice - age profile

Age profile	Caseload Q2	%
0 - 30 days	155	93%
31 - 90 days	10	6%
91 - 180 days	1	1%
Total	166	100%

Self reported Incidents - age profile

Age profile	Caseload Q2	%
0 - 30 days	178	27%
31 - 90 days	259	39%
91 - 180 days	138	21%
181 - 270 days	35	5%
271 - 365 days	17	3%
Over 1 Year	41	6%
Total	668	100%

Enforcement - age profile

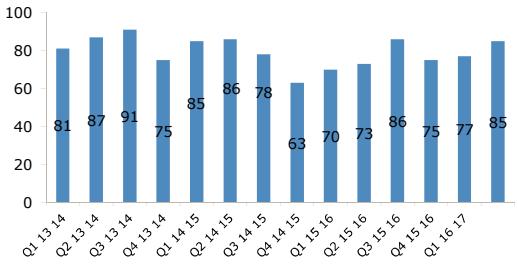
Age profile	Caseload Q2	%
0 - 30 days	27	15%
31 - 90 days	41	23%
91 - 180 days	48	27%
181 - 270 days	30	17%
271 - 365 days	17	10%
1yr - 2yr	10	6%
Over 2 yr	4	2%
Total	177	100%

Criminal Investigations - age profile

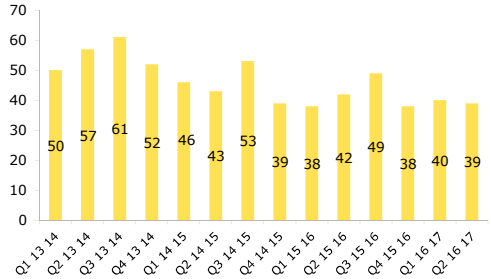
Age profile	Caseload Q2	%
0 - 30 days	14	23%
31 - 90 days	19	31%
91 - 180 days	8	13%
181 - 270 days	9	15%
271 - 365 days	7	11%
1yr - 2yr	1	2%
Over 2 yr	4	6%
Total	62	100%

Average age of caseload in days at end of each quarter

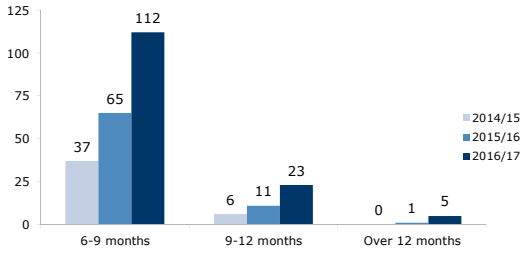
FOI and EIR Complaints



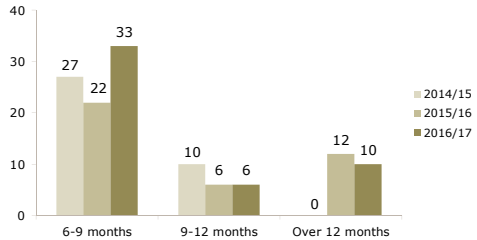
DP Concerns



FOI and EIR Complaints over 6 months old



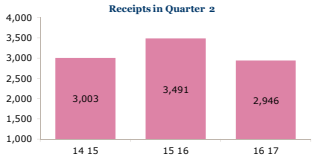
DP Concerns over 6 months old

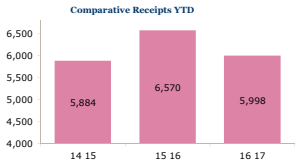


Written advice

Written advice casework received

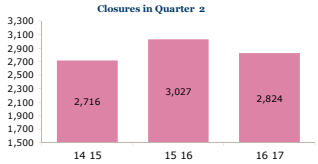
	2015/16	2016/17
Quarter 1	3,079	3,052
Quarter 2	3,491	2,946
Quarter 3	3,272	
Quarter 4	2,686	
Total	12,528	5,998

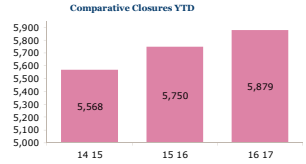




Written advice casework closed

	2015/16	2016/17
Quarter 1	2,723	3,055
Quarter 2	3,027	2,824
Quarter 3	3,381	
Quarter 4	3,344	
Total	12,475	5,879





Helpline advice

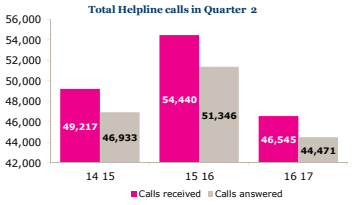
Helpline calls received

	2015/16	2016/17
Quarter 1	48810*	50,613
Quarter 2	54,440	46,545
Quarter 3	49,765	
Quarter 4	51,685	
Total	204,700	97,158

Helpline calls answered

	2015/16	2016/17
Quarter 1	46507*	47,270
Quarter 2	51,346	44,471
Quarter 3	47,644	
Quarter 4	49,231	
Total	194,728	91,741

*These figures are appoximately 4000 lower than would be expected due to the major IT hardware failure which interrupted the Helpline service for one week in May 2015.



% calls answered

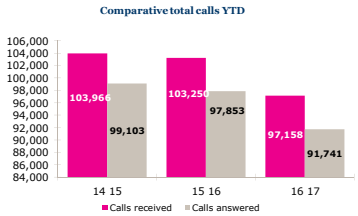
	2015/16	2016/17
Quarter 1	95%	93%
Quarter 2	94%	96%
Quarter 3	96%	
Quarter 4	95%	
Total	95%	94%

Average wait time

	2015/16	2016/17
Quarter 1	47	67
Quarter 2	62	46
Quarter 3	53	
Quarter 4	55	
Average Wait YTD	54	57

Helpline calls YTD

	2015/16	2016/17
Received	204,700	97,158
Answered	194,728	91,741
% Answ'd	95%	94%



Live Chat

Chats requested

	2016/17
Quarter 1	986
Quarter 2	3,405
Quarter 3	
Quarter 4	
Total	4,391

Chats answered

	2016/17
Quarter 1	970
Quarter 2	3,337
Quarter 3	
Quarter 4	
Total	4,307

% chats answered

	2016/17
Quarter 1	98%
Quarter 2	98%
Quarter 3	
Quarter 4	

Average length of chat

	2016/17
Quarter 1	11m 29s
Quarter 2	11m 7s
Quarter 3	
Quarter 4	

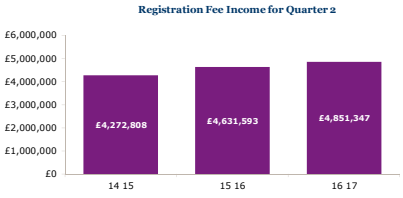
Average wait time

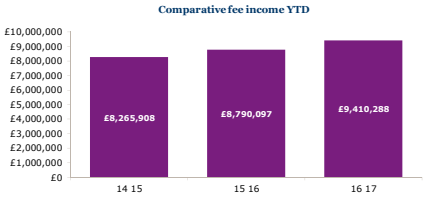
	2016/17
Quarter 1	4s
Quarter 2	4s
Quarter 3	
Quarter 4	

Registration fee income

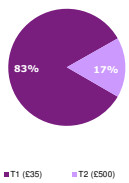
Fee income received

	2015/16	2016/17
Quarter 1	£4,158,504	£4,558,941
Quarter 2	£4,631,593	£4,851,347
Quarter 3	£4,307,847	
Quarter 4	£5,217,381	
Total	£18,315,325	£9,410,288





Fee income received in Q2 by fee tier



Self reported Incidents - Data Protection

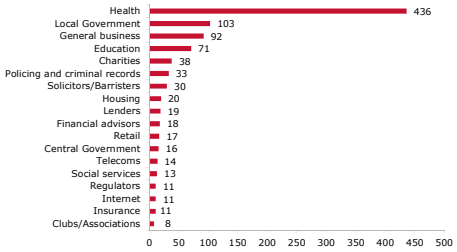
Received

	2015/16	2016/17
Quarter 1	445	568
Quarter 2	519	677
Quarter 3	521	
Quarter 4	465	
Total	1,950	1,245

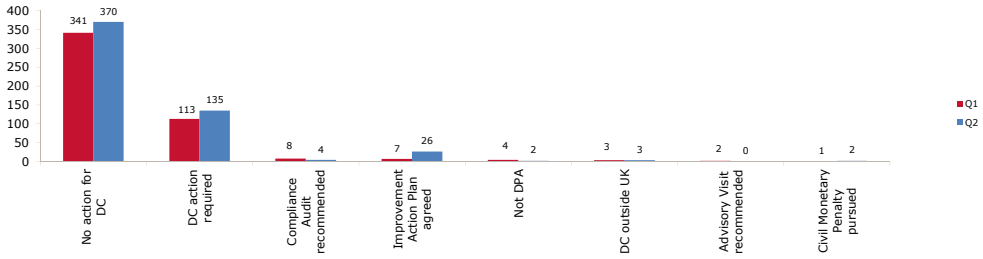
Closed

	2015/16	2016/17
Quarter 1	503	480
Quarter 2	490	542
Quarter 3	515	
Quarter 4	543	
Total	2,051	1,022

Sectors generating most self reported incidents YTD



Outcomes YTD

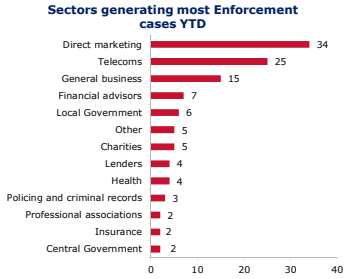


Enforcement and Criminal Investigations

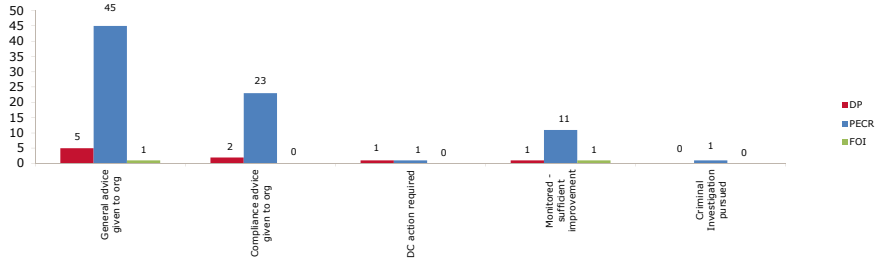
Enforcement

		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2015/16	Quarter 1	5	37	0	23	9	1
	Quarter 2	8	31	0	13	28	3
	Quarter 3	5	64	0	17	34	0
	Quarter 4	13	70	0	6	56	0
Total		31	202	0	59	127	4
2016/17	Quarter 1	12	63	2	13	41	2
	Quarter 2	9	73	2	8	55	1
	Quarter 3						
	Quarter 4						
Total		21	136	4	21	96	3

Sectors generating most Enforcement cases YTD



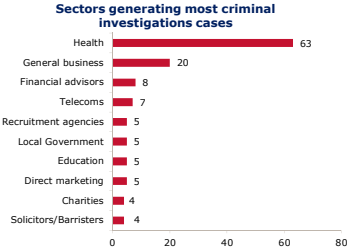
Outcomes YTD



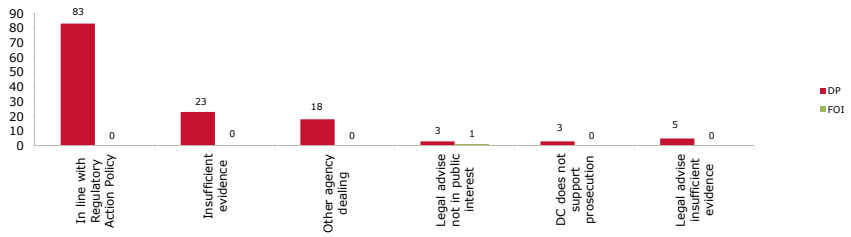
Criminal Investigations

		Received		Finished	
		Data Protection	FOI and EIR	Data Protection	FOI and EIR
2015/16	Quarter 1	55	0	57	1
	Quarter 2	58	0	73	0
	Quarter 3	55	0	46	1
	Quarter 4	69	1	61	0
Total		237	1	237	2
2016/17	Quarter 1	49	0	61	1
	Quarter 2	93	0	85	0
	Quarter 3				
	Quarter 4				
Total		142	0	146	1

Sectors generating most criminal investigations cases



Outcomes YTD



Notices, Cautions and Prosecutions

2016-17	Quarter 1			Quarter 2		Quarter 3		Quarter 4		Total
	Data Protection	PECR	FOI	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	
Undertaking served	2			2						4
Enforcement notice served	1	1	1	1	2					6
Prosecuted	6			3						9
Caution served	1			2						3
CMP served	4	5		4	4					17
5a PECR Penalties		5			1					6

The number of notices or undertakings actually served may differ to the number of cases closed as some cases can have more than one notice type served on them or a number of cases with one Data Controller will result in a single notice or undertaking being served.